Washington State University
Continuity of Operations Planning
TEMPLATE

Throughout this document, the term “unit” will be used to refer to all
administrative bodies of WSU whether a Division, College, School,
Department, Unit or Office. EACH UNIT MUST PREPARE AND
COMPLETE ITS OWN TEMPLATE! If your unit has sub-units, each
sub-unit should prepare and submit a separate Continuity of
Operations Planning Template.

- This template, when completed, covers, the critical functions and positions,
designated personnel and response/recovery actions of this unit as they apply to
any major emergency impacting WSU that may disrupt the normal mission,
operations and functions of the University,
- While the scenario used in this template is based on a pandemic/infectious
disease outbreak, the information required for completion of this template would
be applicable to other major emergencies that would cause the cessation of
classes, operations, services or other University functions,
- The primary purpose of this document is to provide unit staff and faculty
with the critical information they need to maintain the continuity of
operations of the unit,
- The information in this template will also be used to determine the support
services and functions needed to maintain the most critical functions of the
University.
- For those units that have completed an Emergency Response Plan, some of
the same information in that document will also apply to this template. The key
difference is the focus of this template on identifying the mission-critical or
essential operations of the unit as defined as those functions/services/resources
that absolutely must be maintained and protected due to their critical nature no
matter what type of emergency is affecting the University.

Completion of this template should be done with input from unit staff and faculty so as to
be as accurate as possible. Once completed, this template should be made available to
all unit staff and faculty for reference during a major emergency.

Use the completed template for unit planning. Submit a completed copy to your
parent unit leadership for that level of planning. Submit a copy to the WSU
Emergency Management Office—Mail Stop-1045 or electronically to
emergencymanagement@wsu.edu

Section 1-Unit Organization Information
Unit Name: Washington State University Extension

Unit Chain-of-Command:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Work Location</th>
<th>Work Phone</th>
<th>Home Phone</th>
<th>Cell Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Leader</td>
<td>Linda Kirk</td>
<td>Assoc. Dean and Assoc. Director</td>
<td>Hulbert Hall Room 411-B</td>
<td>509-335-2933</td>
<td>208-882-7975</td>
<td>509-592-0460</td>
</tr>
<tr>
<td></td>
<td>John A. Winder</td>
<td>Assistant Dean and Assistant Director</td>
<td>Hulbert Hall Room 411-C</td>
<td>509-333-2933</td>
<td>509-332-8627</td>
<td>509-592-0970</td>
</tr>
<tr>
<td>Unit 1st Alternate Leader</td>
<td>Kathy Stilwell</td>
<td>Assistant to the Assoc. Dean</td>
<td>Hulbert Hall Room 411-A</td>
<td>509-335-2933</td>
<td>909-648-1522</td>
<td>909-648-1522</td>
</tr>
</tbody>
</table>

Persons designated in Unit to provide internal and external communications:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Work Location</th>
<th>Work Phone</th>
<th>Home Phone</th>
<th>Cell Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Comm Rep.</td>
<td>John A. Winder</td>
<td>Assist. Dean and Assist Director</td>
<td>Hulbert Hall Room 211-C</td>
<td>509-335-2933</td>
<td>509-332-8627</td>
<td>509-332-8627</td>
</tr>
<tr>
<td>Unit Comm. Rep. 1st alternate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit Comm. Rep. 2nd alternate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This unit is a sub-unit of which Parent Unit? (Example: If the reporting unit was a Department, the Parent Unit would likely be a College or Division)
Primary Unit: **Office of the Provost, Washington State University**

Contact information for Leader of that Parent Unit:

<table>
<thead>
<tr>
<th>Parent Unit Leader</th>
<th>Name</th>
<th>Title</th>
<th>Work Location</th>
<th>Work Phone</th>
<th>Home Phone</th>
<th>Cell Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Warwick Bayly</td>
<td>Provost and Exec VP</td>
<td>French Admin</td>
<td>509-335-436</td>
<td>509-335-5581</td>
<td>509-6652</td>
<td><a href="mailto:bates@wsu.edu">bates@wsu.edu</a></td>
</tr>
<tr>
<td></td>
<td>Larry James</td>
<td>Assoc. Exec. VP</td>
<td>French Admin</td>
<td>509-335-436</td>
<td>509-335-5581</td>
<td></td>
<td><a href="mailto:jameslg@wsu.edu">jameslg@wsu.edu</a></td>
</tr>
<tr>
<td></td>
<td>n/a</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Parent Unit Admin Contact

Does an updated contact list exist for all personnel within your unit? YES__X___ NO_______

If YES, list is kept at this location: 411-B Hulbert Hall.

Who is responsible for maintaining this list? **Kathy Stilwell (509-335-2933), Becky Priebe (509-335-2842)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Work Location</th>
<th>Work Phone</th>
<th>Home Phone</th>
<th>Cell Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathy Stilwell</td>
<td>Assistant to the Assoc. Dean</td>
<td>Hulbert Hall Room 411-A</td>
<td>509-335-2933</td>
<td>909-648-152</td>
<td>509-2</td>
<td><a href="mailto:stilwell@wsu.edu">stilwell@wsu.edu</a></td>
</tr>
<tr>
<td>Tiffany Boswell</td>
<td>Principal Hubert</td>
<td></td>
<td>509-2</td>
<td></td>
<td></td>
<td>Tiffany_boswell@wsu.</td>
</tr>
</tbody>
</table>
Does a procedure exist within the unit for contacting all employees during an emergency?
YES__X____NO____

If YES, please describe: Up to date email lists are maintained. This would be the first line of communications. Alternative approaches would include telephone contact with unit leaders (district directors). The district directors maintain telephone lists of all personnel within their districts.

Section 2-Priority of Operations

Planning Scenario: Use this scenario to help define your answers to the following questions:
A pandemic illness has caused the University to suspend classes and send as many students home as possible as well as to restrict University operations to only the most mission critical and essential functions in order to prevent the spread of the disease. Only staff and faculty needed for mission-critical or essential work that cannot be suspended during the emergency are to be on-campus. The effects of this wave of the pandemic are expected to last 8-12 weeks. Due to personnel and resource shortages it is likely only the most essential functions/operations will be able to be maintained (There are other emergency situations besides a pandemic that could cause the suspension of classes and operations within the University for varying lengths of time. Please consider this as you answer the questions below.)

Use this scale to rank the priority level of each of the primary operations/function within your unit:
One: Mission-critical/essential. All possible efforts will be made to maintain operation without interruption.
Two: Maintain operation when feasible; important but not essential.
Three: Routine operation provided under usual operating conditions. Function can be temporarily suspended.

Please list all of the key functions, programs and services your unit provides for the University, affiliated agencies and/or the public. Please list by priority rank, with all #1 items, first (Add additional pages as necessary):

<table>
<thead>
<tr>
<th>PRIORITY RANK</th>
<th>KEY FUNCTIONS, PROGRAMS AND/OR SERVICES OF YOUR UNIT</th>
<th>CAN THESE FUNCTIONS, PROGRAMS AND/OR SERVICES OF YOUR UNIT BE PROVIDED USING AN ALTERNATIVE METHOD? IDENTIFY</th>
</tr>
</thead>
</table>
Communication with county-based faculty  
Yes, this can be done from remote sites and via telephone.

Maintenance of hardware and software supporting statewide web and email connectivity  
Must be done on-site

Securing the office and assuring that records and equipment is properly stowed.  
No, must be done on-site

Program delivery related to response to pandemic crisis statewide and beyond  
Yes, this can largely be accomplished by web applications if Internet service can be maintained.

### Section 3-Unit Staffing

**Planning Scenario:** Use this scenario (in addition to the previous scenario) to help define your answers to the questions below.

*Due to personal illness, caring for ill family members or other reasons during the pandemic, employee absenteeism may approach 50%. For those mission-critical tasks where it is feasible, University employees who are able to work from home via computer connections are should be enabled to do so.*

Please identify the positions, personnel and the backup personnel necessary to perform the mission-critical/essential function/operations of your unit as identified in Section 2(Add additional pages as needed):

<table>
<thead>
<tr>
<th>MISSION-CRITICAL/ESSENTIAL FUNCTION</th>
<th>POSITION TITLE</th>
<th>PRIMARY STAFF FOR THIS FUNCTION</th>
<th>ALTERNATE STAFF FOR THIS FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall leadership of WSU Extension</td>
<td>Assoc Dean and Assoc Director and Assistant Dean and Assistant Director</td>
<td>Linda Fox</td>
<td>John Winder</td>
</tr>
<tr>
<td>Maintenance of Information Technology system</td>
<td>Computer Coordinator, Extension Computing and Web Resources</td>
<td>James Boyer</td>
<td>James Buscher</td>
</tr>
</tbody>
</table>

**NOTE:** If absentee rates approach 50% during a pandemic as some predict, it may not be possible for a unit to maintain even those operations/functions identified as 1st priority. Prioritizing within the first ranking, cross-training
employees and other methods of restricting operations under these circumstances should be considered and identified.

Identify measures your unit will take to inform unit employees of the essential nature of their position and what unit expectations are regarding their duty to report to work during an emergency.

Emergency planning will be incorporated into routine communication processes and new personnel orientation. In the event of an emergency, email will be sent to all employees from the WSU Extension administrative office. This will be followed up with email and telephone contact by district directors and county directors as necessary.

Identify measures your unit could take to assist essential employees in fulfilling their duties. Will your unit provide resources to help prevent disease spread? (I.E. personal protective equipment, sanitation supplies, social distancing guidelines, flexible work schedules, Telework options, etc.)

Many of the resources needed to continue operations are already in place. This includes access to computers (laptops available at most offices) with Internet capability, cellular phones and land lines. This is the main avenue for continuing service over the short run. However, it will be critical to be able to post Web-based information including construction of dedicated web sites, interactive educational content, etc. in order to effectively support disaster management in local communities.

WSU Extension will provide sanitation supplies, person protective equipment (appropriate masks, etc.), and social distancing guidelines to persons conducting essential tasks such as securing offices and maintaining communications (IT) equipment.

For those personnel who will work from home, have you identified what they will need to have available at there homes for Telework?

Yes, access to the Internet including either home-based computers or laptops. Backup systems should be reviewed to assure that everyone knows how to access their WSU accounts through their local internet service provider (ISP) or through telephone dialup if high-speed connectivity is compromised. Additionally, portable storage devices (without personal information such as social security numbers or account numbers) would be used to download necessary information from desktop machines to facilitate use at home. Personnel will be provided with training as to the most effective way to assure that necessary data are available for use at remote sites.
Special web sites will be constructed in advance and posted in the event of a pandemic outbreak. These will provide links to key information and other critical web-based information.

Determine the items and the times your unit might need to retrieve from the Information Technology building such as paper reports, magnetic media, etc? If personnel from your unit are working remotely, what services on the WSU campus will they need? (i.e. access to their computer, forward of their phone, someone to power up their computer or open up access through a firewall for remote access, etc.)

There are servers located in ITB-1010 that may need to be relocated to Hulbert Hall to provide service. There may be a need to access office computers to effectively work from home. This may require either a visit to the respective county office to remove computers or hard drives to secure information and hardware.

If personnel from your unit will require access to unit computers that are physically located at WSU, has your unit worked with your local IT Support to find out what you need to be able to do this from a non-WSU location and verify it will work given the environment in your area? Have you tested this?

Protocol is available; however it is not generally understood or used. Training may be called for.

Identify measures your unit can take to encourage personal/family emergency preparedness for your unit employees.

We will encourage everyone to have an emergency cache at home including batteries, water, food, masks, clean wipes etc. We will also encourage people to have Internet access at home, but this cannot be mandated. Furthermore, we will encourage regular flu vaccination and help personnel understand how to minimize the risk of infection during a pandemic.

We will request all county offices to check with Internet Service Providers (ISP) to verify that each has a continuity of service plan.

Does your unit encourage sick faculty/staff/students to stay home? Does your unit have systems in place to identify sick students/faculty/staff and send them home to prevent infection spread?

We do ‘informally’ encourage personnel to stay home, but this is not institutionalized. We do not have a mechanism to identify sick persons other than self-selection.
Do the functions/operations of your unit include the need for students/faculty/staff to travel abroad? YES___NO_______

If YES, what systems are in place to monitor where those personnel are and how to maintain contact with them at all times? (NOTE: During a pandemic, international travel may be disrupted or banned. Unit planning for these circumstances should be identified)

Individual units monitor international travel. Each person traveling abroad provides contact information to the unit. We maintain a directory of home and cellular phones for individuals in leadership roles (Associate Dean, Assistant Dean, District Directors, County Directors).

Section 4-RESOURCES

Planning Scenario: Use this scenario (in addition to the previous scenarios) to help define your answers to the questions below.

*The pandemic has caused significant breakdown of business services nationwide as suppliers and contractors must deal with personnel absences, delivery systems disruptions and a lack of parts, supplies and materials. WSU, like most modern businesses, relies on a steady pipeline of supplies and services delivered regularly and has only limited stockpiles of supplies and materials available. Lack of these supplies and materials are impacting critical operations and functions throughout the University.*

Identify the critical resources and supplies that are necessary for your unit to perform the mission-critical and essential functions identified as first priority in Section 2. Examples: Fuel, spare parts, animal feed, food supplies etc. Indicate whether these items are only available for “just-in-time” delivery or can be stockpiled. (Add pages as necessary)

<table>
<thead>
<tr>
<th>PRIORITY ONE MISSION-CRITICAL/ESSENTIAL FUNCTIONS</th>
<th>CRITICAL SUPPLIES/ RESOURCES NECESSARY TO MAINTAIN THIS FUNCTION</th>
<th>CAN STOCK-PILE----YES OR NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to telecommute.</td>
<td>Basic – Access to the Internet through local ISP or dialup. We provide our own dial-up service. Preferred – Remote access to office computers may be possible in some cases, but this will be compromised if power outages occur.</td>
<td>N/A</td>
</tr>
</tbody>
</table>
If your unit has listed mission critical or essential functions that must be maintained during a crisis and require support from other units, please answer the following questions as it is essential the units that will provide the required support for your unit have the information they need to make preparations to maintain that support during the emergency: (Add pages as necessary)
Identify the mission-critical/essential services or functions of your unit that require the services or support of other units within WSU:

<table>
<thead>
<tr>
<th>MISSION-CRITICAL/ESSENTIAL SERVICE/RESOURCE REQUIRING OTHER WSU UNIT SERVICE OR SUPPORT</th>
<th>WSU UNIT PROVIDING THIS SERVICE OR SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITS critical networking and telephone infrastructure.</td>
<td>University ITS K-20 networks</td>
</tr>
<tr>
<td></td>
<td>Local telephone companies</td>
</tr>
</tbody>
</table>

Have you contacted the identified WSU unit above to determine if they have prepared plans and procedures to maintain the mission-critical service or support your unit requires during major emergencies?
YES ___ X ____ NO ______

What buildings will need to be open?
Hulbert Hall – Limited Access
Who will be in the building and where? (Be specific on both)
IT personnel – 3rd floor
Associate Dean and Associate Director – Assistant Dean and Director – 4th Floor

How much and what space will they occupy?
2-3 Offices on 3rd Floor
2 Offices on 4th Floor 411 (b) and (c)

What access will they use? (Do you have card swipe access?)
No

Hours of operation needed? (Justify if 24/7)
Generally 8-5

What types of activities will they be performing. (Be specific and explain why the activity is essential)

Maintaining servers and software for WSU Extension. This includes maintenance of web sites, files, email accounts, email lists, and video conferencing capacity. Coordinating with District Directors and decision-makers statewide and nationally

If your unit works with animals, how do you plan on sustaining and operating animal colonies and facilities?

This is limited to some remote sites such as the bull test at Prosser. The plans for the bull test will be outlined in the Prosser Research and Extension Center plan. Other instances may exist, but these are highly individualized and are therefore it is difficult to develop general guidelines. Some examples may be livestock at fairs (likely the mechanism would be controlled by county government), animal projects where animals are used and housed at external sites (generally these animals are under the care of others), or maintenance of instectories on remote farms (generally these do not need daily care).

What critical equipment or materials would need moved to consolidate to other buildings? (I.E. animal cages)

Moving domain controller from ITB1010 to Hulbert Hall

What equipment and services will your staff need to use? (I.E. steam, natural gas compressed air, process cooling water, DI water, power, water, air conditioning, heat, vacuum system, ventilation) How long?

N/A

What critical equipment in your unit will need to remain in service? (I.E. MRI, ultra low freezer, cold storage, growth chambers, autoclave, etc.)

Air conditioner in server room in Hulbert Hall (for duration of the emergency)
Can you consolidate chemicals and other hazardous materials so that some equipment in spaces not to be utilized under these conditions, such as fume hoods, can be shutdown? Where would that be located and what requirements will you have to assist in proper storage/consolidation?

N/A

Are all hazardous materials (chemical, radiological and biological) safely and securely stored? Ensure that hazardous materials are segregated by hazard class (e.g. store organic solvents and oxidizers separately) and that secondary containment is provided as needed. Contact Environmental Health and Safety (5-3041), Radiation Safety Office (5-8916) or the Research Compliance Office (5-9661)

Hazardous materials are not generally used, but we will provide guidance for securing these materials.

If consolidating operations at a single facility would your unit need assistance from Information Technology Services to reroute essential phone or data services? If so please describe what would be needed.

No

List the Contractors/ Vendors that your unit relies on to provide the services or supplies not provided by internal University units (Add pages as necessary):

<table>
<thead>
<tr>
<th>MISSION-CRITICAL/ESSENTIAL SERVICE/RESOURCE</th>
<th>CONTRACTOR/VENDOR/SUPPLIER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilities for local offices</td>
<td>Varies by location (locations in each county)</td>
</tr>
<tr>
<td>Internet service</td>
<td>Varies by location</td>
</tr>
</tbody>
</table>


Have you contacted these Contractors/Vendors/Suppliers to determine whether their companies have emergency plans and procedures in place to maintain services/supply delivery during major emergencies?  
YES_______NO____x____  

Have you identified alternate Contractors/Vendors/Suppliers who can provide services/supply deliveries during major emergencies?  
YES_______NO____x____ If YES, please list (Add pages as necessary):

<table>
<thead>
<tr>
<th>MISSION-CRITICAL/ESSENTIAL SERVICE/RESOURCES</th>
<th>ALTERNATE CONTRACTOR/VENDOR/SUPPLIER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Are there services or support that your unit could provide to other WSU units during a major emergency that you normally do not provide?  
YES____x____NO____ If YES, please identify:  

Possibly some support in Information Technology – Maintenance of remote access, web page creation and maintenance, guidelines about remotely accessing desktop computers, etc.

Would your unit consider sharing staff resources with other units requiring similar personnel skills and abilities during a major emergency such as a pandemic where absenteeism rates are high?  
YES____x____NO____ If YES, would you be willing to create a list identifying the skills and abilities of your unit personnel that could be useful to other units in need during a major emergency?  YES____x____NO____
Planning Scenario: Use this scenario (in addition to the previous scenarios) to help define your answers to the questions below.

The pandemic appears to be over, locally, as there has not been a new case of the illness in 21 days. The Whitman County Public Health Director has issued an official notice that the pandemic is over. University executives notify all units the state of emergency for the University is past and recovery procedures should be implemented.

List the mission-critical/essential unit functions/operations that you have determined must be restored in priority order to full operational capacity (Add pages as necessary):

<table>
<thead>
<tr>
<th>MISSION-CRITICAL/ESSENTIAL SERVICE/RESOURCE FUNCTIONS RESTORATION-IN PRIORITY ORDER</th>
<th>SERVICES/RESOURCE S/SUPPLIES NECESSARY TO RESTORE THIS FUNCTION</th>
<th>PERSONNEL ASSIGNED TO RESTORE THIS FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office operations at all locations</td>
<td>General office supplies</td>
<td>Local faculty/staff</td>
</tr>
<tr>
<td>Assessment and mitigation of damage due to theft, power outages, etc.</td>
<td>Power tools, access to contractors, building supplies</td>
<td>Local faculty/staff, local contractors</td>
</tr>
</tbody>
</table>

Have procedures been put into place to fully document all exceptional costs associated with this incident? YES_______NO__x____. If NO, units should prepare a method to identify, log and maintain records of all exceptional expenses for emergencies as Federal Assistance funds may be available to recover costs.

All units should consider recovery procedures and policies carefully. Resources and personnel may not be fully available, immediately, after a disaster. Depending on the specific needs of each unit, a detailed recovery/restoration plan may be advised.